



Seamless Transition Program

It is our duty and privilege to provide veterans with the best available care. VA has set up a special program designed to meet the specific needs of veterans returning from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF). It is called the Seamless Transition Program. Many of our veterans have suffered illness and injury related to the Global War on Terrorism. It is our goal to make sure these veterans receive the highest quality of care in a timely manner. VA Healthcare Network Upstate New York will continue to look at the needs of OIF/OEF veterans and provide services to meet those needs. We encourage you to let us know how we can improve our service to you, the deserving veteran.

The most common health problems of veterans of Operation Iraqi Freedom have been musculoskeletal ailments, principally joint and back disorders, and dental problems.

Available Health Care Services:

- ★ Outpatient medical/primary care
- ★ Hospital and nursing home care
- ★ Dental
- ★ Pharmacy and prescriptions
- ★ Mental health care (counseling, addiction therapy, posttraumatic stress disorder treatment, etc.)
- ★ Sexual trauma counseling
- ★ Readjustment counseling
- ★ Alcohol and drug dependency treatment
- ★ Prosthetic services
- ★ Specialized health care for women veterans
- ★ Outreach programs for homeless veterans
- ★ Medical evaluation for military service exposure, including: Gulf War, Agent Orange, Ionizing Radiation, and certain other environmental hazards

For additional information about health care services that are available to you, go to:

www.seamlesstransition.va.gov



Eligibility

The primary factor in determining basic eligibility for VA benefits is “veteran status.”

- ★ Active duty in the Armed Forces with a discharge or release from active service under conditions other than dishonorable conditions establishes veteran status
- ★ Reservist or National Guard members can establish eligibility for VA health care benefits only if federally activated
- ★ Reservists who are never called to active duty may qualify for some benefits through the Veterans Benefits Administration (VBA)
- ★ Veterans who served on active duty in combat support or direct combat operations during a period of war after the Gulf War, or against a hostile force during a period of hostilities after November 11, 1998.

Veterans under this authority may be enrolled as priority category 6 and are eligible for the full medical benefits package; as such they are not subject to co-payments for care potentially related to their combat service for a period of 24 months from the date of discharge from active duty, recorded on the DD214.

Online Enrollment

To receive health care benefits all veterans must enroll. You may enroll online at www.va.gov. Click on the “Apply Online,” then go to “Health Eligibility.” This will bring you to the electronic application for health care benefits (Form 10-10EZ).

You can also get enrollment information and assistance at any Veterans Service Center at any VA Medical Center or clinic.

Homecoming after Deployment

With deployment comes change. Knowing what to expect and how to deal with changes can make homecoming more enjoyable and less stressful.

Expectations:

- ★ You may miss the excitement of the deployment for a while
- ★ Spouses may have become more independent and learned new coping skills
- ★ You may not want to talk about it when others keep asking
- ★ You may wonder if you still fit into the family



Tips:

- ★ Support good things your family has done
- ★ Take time to listen and talk with loved ones
- ★ Be patient with yourself and family members
- ★ Be aware that your family may not be the same as before; everyone may have changed



For eligibility and enrollment questions,
please call our administrative points of contact
in the Veterans Service Center at:

Albany

James Arrington (518) 626-6721

Bath

April Reber (607) 664-4899

Canandaigua

Deborah James (585) 393-7347

Syracuse

Paul Denis (315) 425-4400 ext. 54335

Western New York

Denise Keefe (716) 862-7825

Network 2

Fran Peters (518) 626-7339

The Veterans Service Contact Center can also be
contacted at 1-888-823-9656

Each site has a clinical point of contact
that can be reached at:

Albany

Jennifer Audette (518) 626-5335

Bath

Bruce Tucker (607) 664-4513

Canandaigua

Pamela Wright (585) 393-8154

Syracuse

Linda Hobbick (315) 425-2420

Western New York

Katherine Smythe (716) 862-3111

Network 2

Joseph Striano (607) 664-4509

VA Healthcare Network Upstate New York

113 Holland Ave., Building 7, Albany, NY 12208

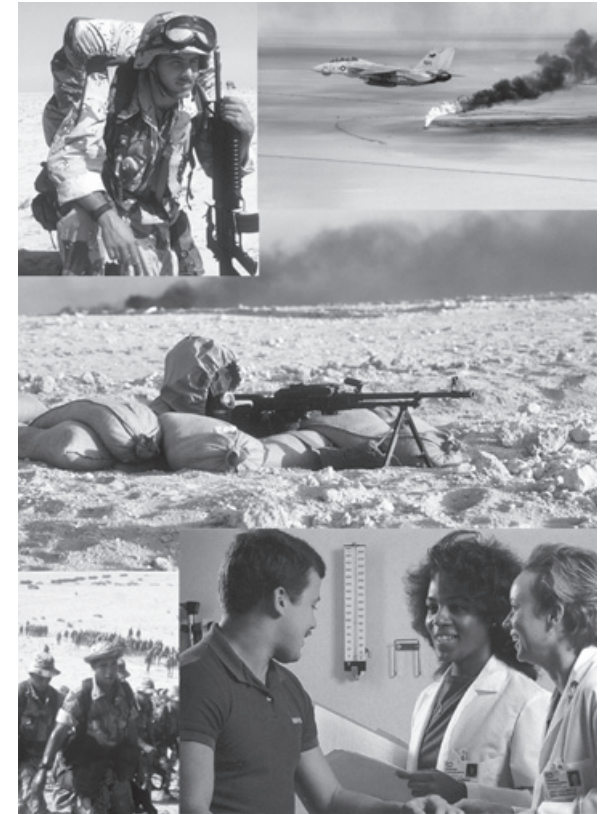
www.va.gov/visns/visn02

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Leading Health Care
In The 21st Century



Seamless Transition



*"To care for him who shall have borne the
battle and for his widow and his orphan,"*

President Abraham Lincoln